

Cowra Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,972 patients
 Emergency presentations:² 1,887 patients

Same period last year	Change since one year ago
1,867	6%
1,831	3%

Cowra Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 213 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 503 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 813 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 352 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
182	
6 minutes	8 minutes
30 minutes	26 minutes
504	
7 minutes	20 minutes
35 minutes	72 minutes
793	
7 minutes	26 minutes
35 minutes	104 minutes
340	
7 minutes	23 minutes
41 minutes	104 minutes

Cowra Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,972 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
1,867	6%
87%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Cowra Health Service: Patients presenting to the emergency department October to December 2018

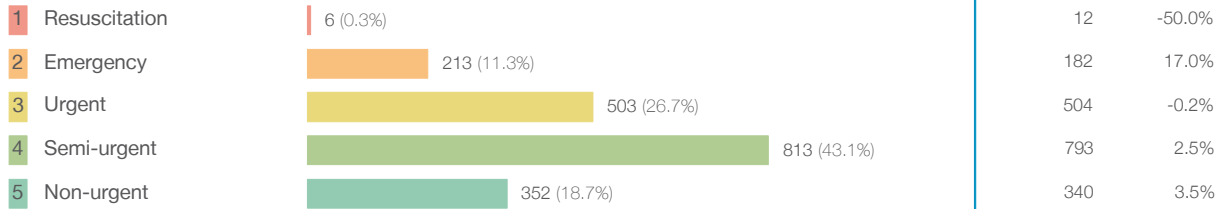
All presentations:¹ 1,972 patients

Same period last year
Change since one year ago

1,867 6%

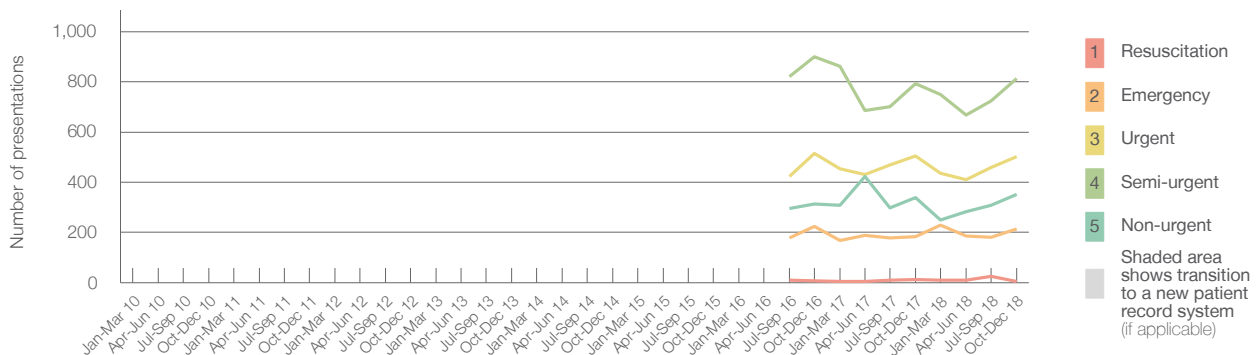
Emergency presentations² by triage category: 1,887 patients

1,831 3%



340 3.5%

Emergency presentations² by quarter, January 2010 to December 2018 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation							8	12	6
Emergency							224	182	213
Urgent							515	504	503
Semi-urgent							901	793	813
Non-urgent							313	340	352
All emergency presentations							1,961	1,831	1,887

Cowra Health Service: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 299 patients

Same period last year
Change since one year ago

240

ED Transfer of care time

Median time 11 minutes

14 minutes -3 minutes

90th percentile time 31 minutes

47 minutes -16 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cowra Health Service: Time patients waited to start treatment, triage 2 October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 213

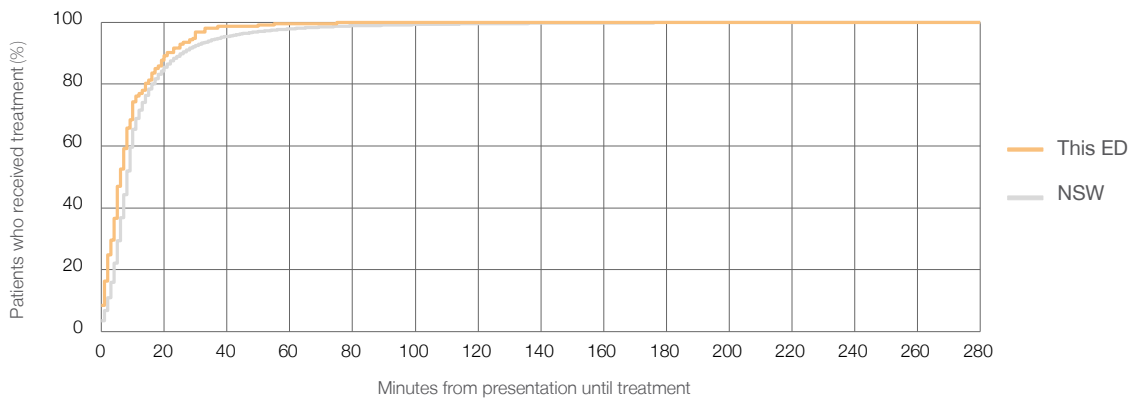
Number of triage 2 patients used to calculate waiting time:³ 213

Median time to start treatment⁴ 6 minutes

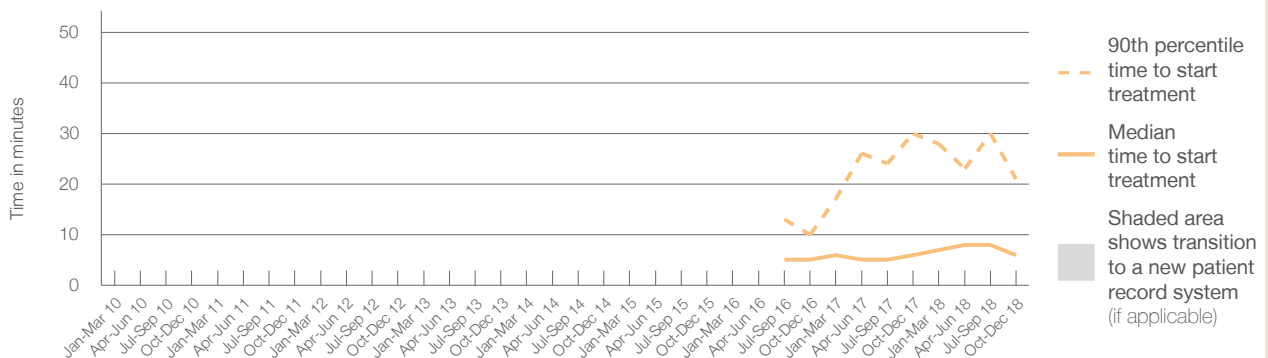
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
182	
181	
6 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							5	6	6
90th percentile time to start treatment ⁵ (minutes)							10	30	21

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Cowra Health Service: Time patients waited to start treatment, triage 3 October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 503

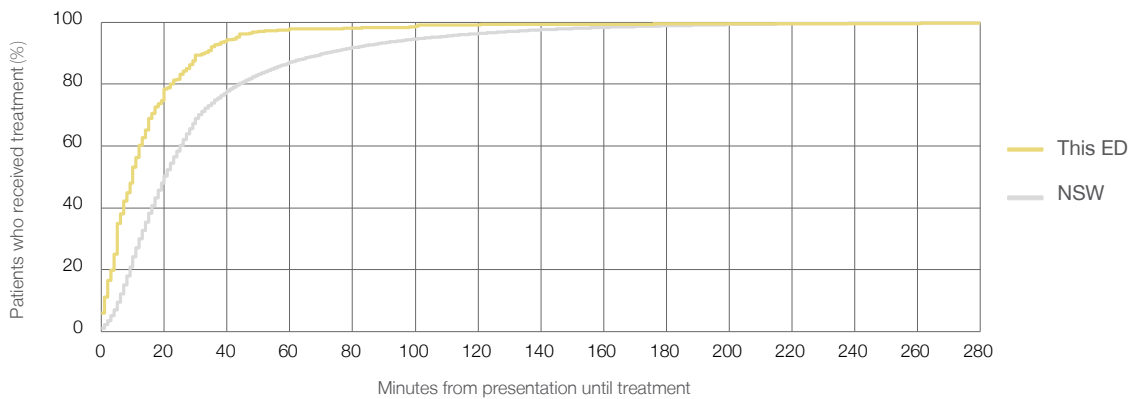
Number of triage 3 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 10 minutes

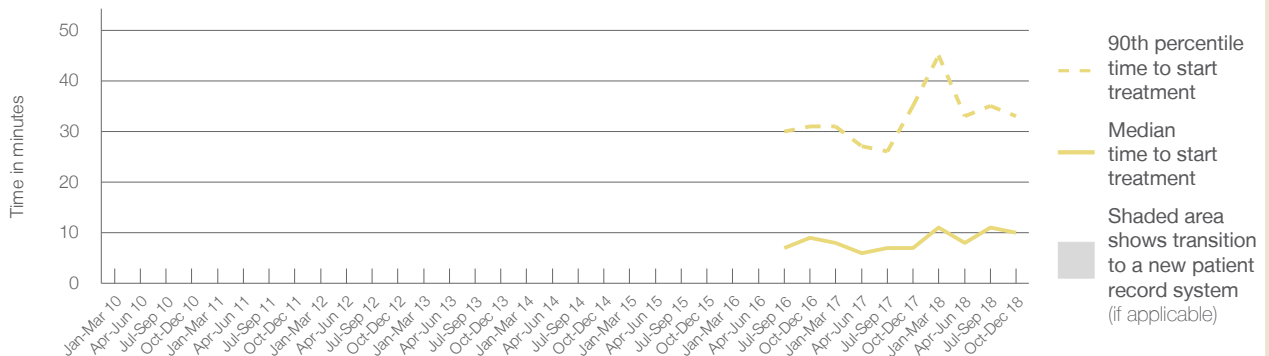
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
504	
496	
7 minutes	20 minutes
35 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							9	7	10
90th percentile time to start treatment ⁵ (minutes)							31	35	33

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Cowra Health Service: Time patients waited to start treatment, triage 4 October to December 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 813

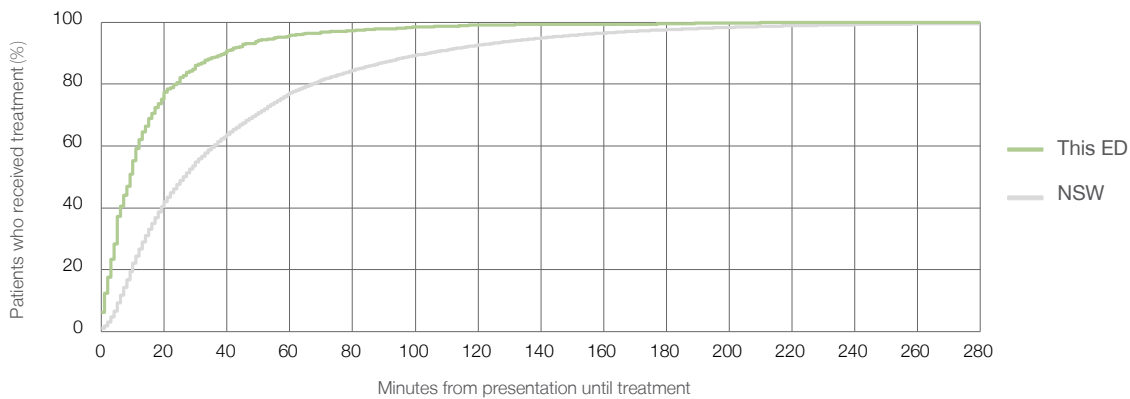
Number of triage 4 patients used to calculate waiting time:³ 802

Median time to start treatment⁴ 9 minutes

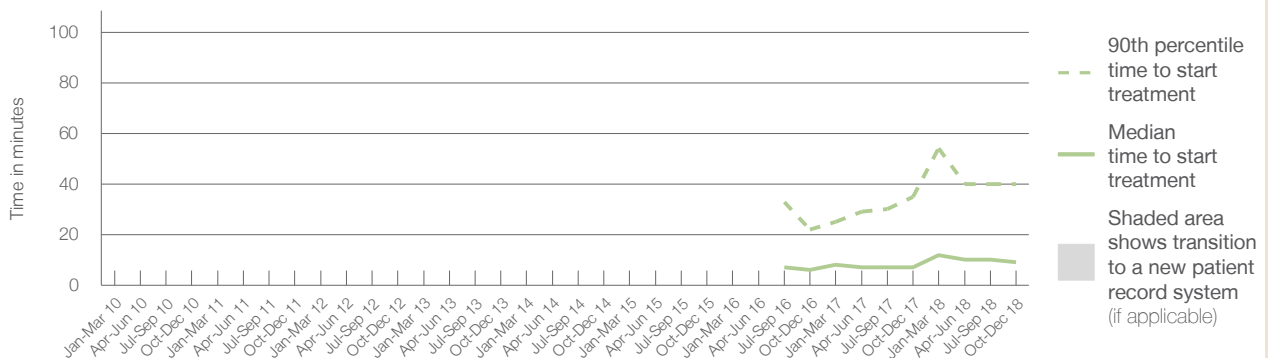
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
793	
756	
7 minutes	26 minutes
35 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							6	7	9
90th percentile time to start treatment ⁵ (minutes)							22	35	40

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Cowra Health Service: Time patients waited to start treatment, triage 5 October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 352

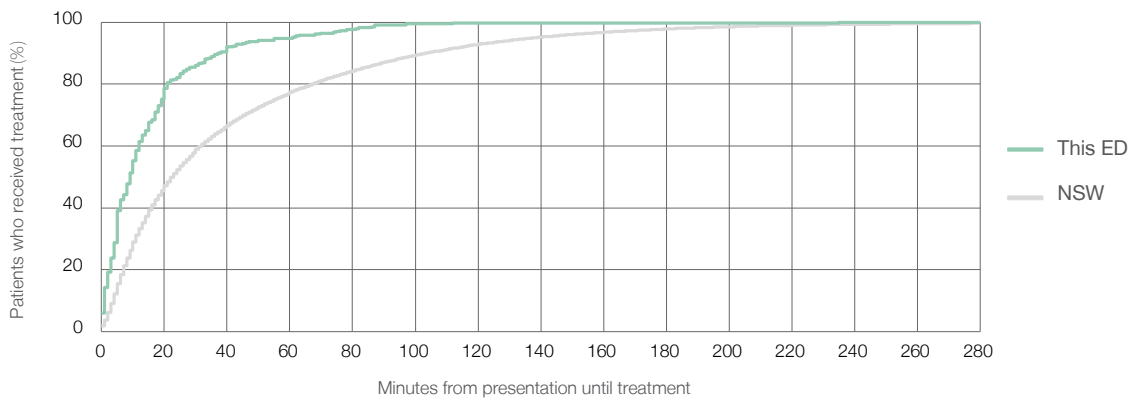
Number of triage 5 patients used to calculate waiting time:³ 337

Median time to start treatment⁴ 9 minutes

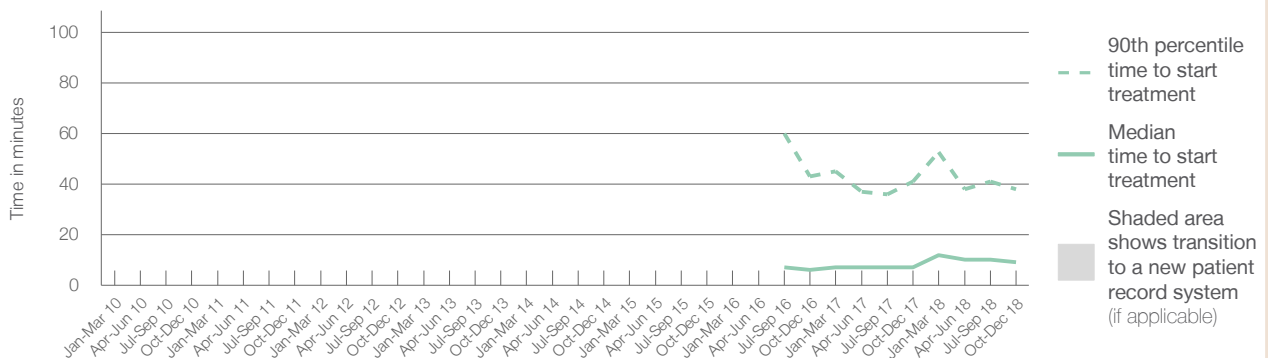
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
340	
308	
7 minutes	23 minutes
41 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)							6	7	9
90th percentile time to start treatment ⁵ (minutes)							43	41	38

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Cowra Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,972 patients

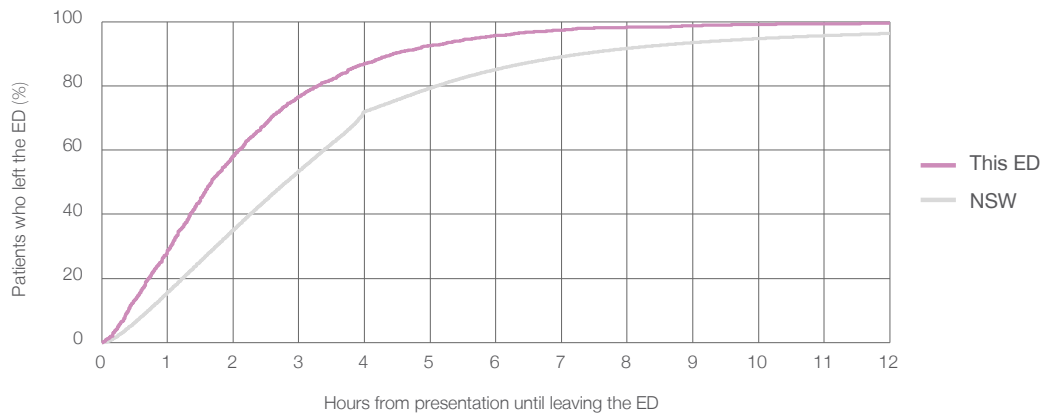
Presentations used to calculate time to leaving the ED:⁶ 1,972 patients

Median time spent in the ED⁸ 1 hours and 40 minutes

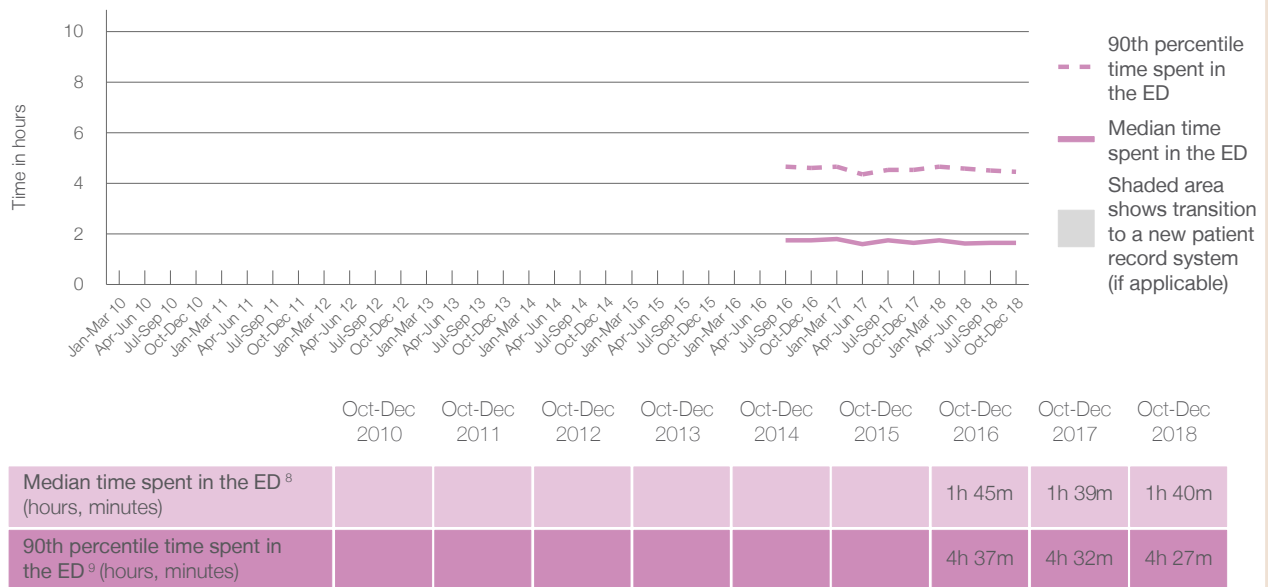
90th percentile time spent in the ED⁹ 4 hours and 27 minutes

Same period last year	NSW (this period)
1,867	1,867
1 hours and 39 minutes	2 hours and 49 minutes
4 hours and 32 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡§}



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Cowra Health Service: Time patients spent in the ED
By mode of separation
October to December 2018

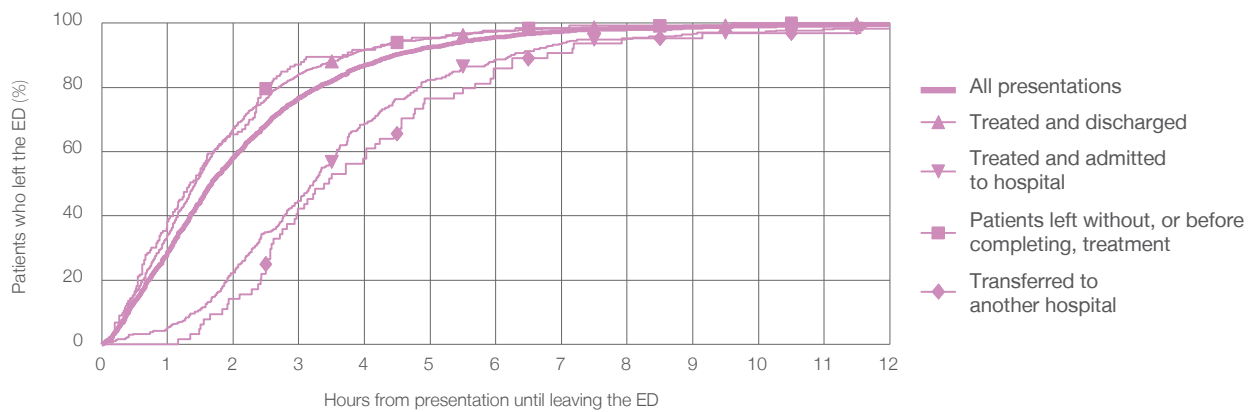
All presentations:¹ 1,972 patients

Presentations used to calculate time to leaving the ED:⁶ 1,972 patients

Treated and discharged	1,459 (74.0%)
Treated and admitted to hospital	313 (15.9%)
Patient left without, or before completing, treatment	133 (6.7%)
Transferred to another hospital	64 (3.2%)
Other	3 (0.2%)

Same period last year	Change since one year ago
1,867	6%
1,394	4.7%
353	-11.3%
63	111.1%
55	16.4%
2	50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	34.1%	67.1%	84.1%	91.8%	97.4%	98.9%	99.6%	99.8%
Treated and admitted to hospital	5.1%	22.4%	44.7%	68.7%	88.8%	95.2%	97.1%	98.4%
Patient left without, or before completing, treatment	38.3%	65.4%	87.2%	91.7%	97.7%	99.2%	100%	100%
Transferred to another hospital	0%	14.1%	42.2%	57.8%	85.9%	95.3%	96.9%	100%
All presentations	28.7%	58.2%	76.7%	87.0%	95.7%	98.2%	99.1%	99.6%

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Cowra Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 1,972 patients

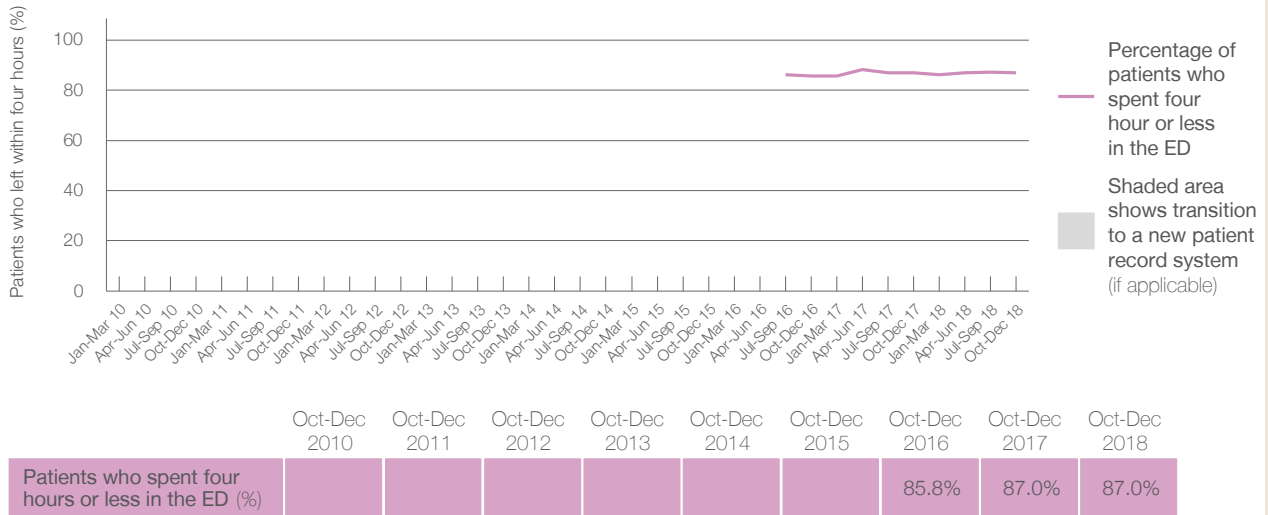
Presentations used to calculate time to leaving the ED: ⁶ 1,972 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 1,972 patients	1,867	6%
Presentations used to calculate time to leaving the ED: ⁶ 1,972 patients	1,867	6%
Percentage of patients who spent four hours or less in the ED	87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, October to December 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).